



**Information Systems Technician 1 Series
(IST Specialist 1 and IST Supervisor 1)
PB540**

**7500 – 1562 – 0PB5401 – IST Specialist 1
7500 – 1408 – 0PB5402 – IST Supervisor 1**

Department(s): CalHR/Statewide
Opening Date: 4/22/2011
Final Filing Date: Continuous
Type of Examination: Servicewide Open
Salary: Monthly-Ranged-Salary - \$3,495.00 - \$4,460.00
Tenure/Time-base: Permanent Full-time
Permanent Part-time
Permanent Intermittent
Limited Term Full-time
Limited Term Part-Time
Limited Term Intermittent

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for six (6) months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examinations Unit at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

SALARY INFORMATION

\$3,495.00 - \$4,460.00

ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use by other State departments. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

Information Systems Technician Specialist 1

Information Systems Technician Supervisor 1

Unless otherwise stated, experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other to meet the total experience requirement.

EITHER I

One year of experience in the California state service performing duties comparable to those of an Information Systems Technician (Range C).

OR II

Eighteen months of experience performing the full range of technical duties in support of an information technology system. (Includes a variety of duties supporting information technology systems, such as assisting with the conduct of classroom instruction for system users and preparing lesson guides and evaluating the users' progress; providing user support in methods of system use in producing work more effectively and efficiently; developing and maintaining data guidance procedures; setting up job streams and utility programs; preparing and coordinating processing schedules and changes; coordinating teleprocessing networks and/or systems; installing new software and software upgrades on stand-alone microcomputers; acting as technical consultant and troubleshooter on stand-alone information systems.) One year of experience must include independent performance of these duties.

OR III

1. Completion of at least 60 semester units or 90 quarter units at a recognized college or university, of which 12 semester or 18 quarter units are comprised of information technology related coursework. **or**
2. Equivalent academic training provided from an accredited institution recognized by the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT), or the Accrediting Council for Independent Colleges and Schools (ACICS). The ACICS or ACCSCT must cite the institution as being accredited for the relevant program being considered for qualification. (Partial completion of the requirement may not be combined with the other patterns to meet minimum qualifications.)

POSITION DESCRIPTION

Information Systems Technician Specialist 1

This is the working lead and first technical specialist level. Under general supervision, incumbents perform information technology system support duties, such as, but not limited to, developing operation instructions and procedures for projects run on multifunction information technology systems; developing and coordinating job stream tests for large/complex systems; checking production frequently and modifying schedules to improve system performance; coordinating multiple on-line telecommunications systems and/or networks; performing tasks in support of systems staff in system testing; maintaining operating records such as production and system performance reports; conducting training for users in automated office system uses; conducting classroom training in advanced application uses of the system; serving as the primary contact point for information systems analysts, programmers, and system users in the design, development testing, and ongoing production operation of multifunction information

technology systems; installing new software and software upgrades through multifunction information technology systems; developing basic reports using fourth generation languages; and acting as technical consultant and troubleshooter on multifunction information technology systems.

Information Systems Technician Supervisor 1

Under direction, incumbents supervise the activities of a small group of Information Systems Technicians.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to preview the Training and Experience Evaluation.](#)

KNOWLEDGE AND ABILITIES

TRAINING AND EXPERIENCE EVALUATION SCOPE:

Knowledge of:

1. Microsoft Office applications.
2. Windows operating system to open files, create folders, copy, transfer, and backup data.
3. How to correctly connect and operate peripherals (i.e., keyboard, mouse, etc.).
4. Information Technology (IT) concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.
5. Basic backup and recovery techniques to protect and maintain data integrity.
6. Personal computer troubleshooting techniques in order to assess and resolve problems.
7. File Transfer Protocol (FTP) to manage, transfer, and backup data.
8. Data access methods.
9. Software application deployment methods in order to ensure application efficiency.
10. Operating systems, applications, and networking components, and their interrelationships to accurately assess the functionality of a system.
11. Client/server troubleshooting techniques in order to assess and resolve problems.
12. Information security rules and regulations to ensure compliance.
13. Organizational strategies and time management practices in order to maintain workflow and meet deadlines.

Ability to:

1. Troubleshoot and identify system problems to help in problem resolution.
2. Prepare clear, sound, accurate, and informative reports to communicate and meet operational requirements.
3. Identify, monitor, and resolve problems with Information Technology (IT) systems hardware, software, and processes.
4. Retrieve, compile, and report data according to established procedures to carry out capacity planning, performance monitoring, troubleshooting, and other business functions.
5. Draft written correspondence using proper spelling and grammar to communicate with co-workers, management, staff, and others.
6. Communicate in writing to convey information.
7. Analyze information and situations to develop effective solutions and draw sound conclusions based on relevant information.

8. Disconnect and reconnect computers to ensure environment functionality and efficiency.
9. Edit and proofread written documents to identify errors and ensure accuracy of content and proper spelling, grammar, and sentence structure.
10. Read and interpret reference materials to make decisions and provide information.
11. Follow written and verbal instructions accurately for successful completion of tasks.
12. Orally communicate in person and over the phone to convey information.
13. Establish and maintain cooperative working relationships with others to participate on projects, and communicate with teammates, users, management, and others.
14. Use diplomacy and tact when dealing with fellow employees, the public, and other governmental entities to ensure cooperation and good relations.
15. Listen effectively in order to obtain relevant information.
16. Define alternative solutions to current problems.
17. Justify the need for additional resources in order to complete projects in a timely manner.
18. Prioritize problem resolutions in order to ensure system solution requirements are met.
19. Work under pressure to meet deadlines and service levels.
20. Work independently to effectively solve problems, meet deadlines, and keep abreast of current industry trends.
21. Multitask and manage multiple projects and assignments concurrently.
22. Be flexible and adaptive to changes in schedules, procedures, and workloads.
23. Maintain confidentiality to ensure compliance with the Public Records Act and the Information Practices Act.
24. Analyze information and take appropriate action to resolve issues or problems.
25. Perform basic mathematical operations (e.g., addition, subtraction, multiplication).
26. Lift up to 50 lbs. to move files or equipment.

VETERANS' PREFERENCE POINTS

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested, these points through the California Department of Human Resources. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

CAREER CREDITS

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

DISTINGUISHING CHARACTERISTICS

SPECIAL PERSONAL CHARACTERISTICS

ALL LEVELS:

Willingness to work unusual shifts including evenings, nights, and weekends.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources

Attn: Examination Services

1515 "S" Street, Ste. 400

Sacramento, CA 95811

1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov, State Personnel Board offices, and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources (CalHR) reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification [here](#).

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference Points are on the Veterans' Preference

Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

[Click here to go to the Training and Experience Evaluation.](#)